



TECHNICAL SERVICE BULLETIN

8F35 - Delayed Reverse Or Drive Engagement When Rolling - Built On Or Before 01-Mar-2020

21-2226

13 July 2021

Model:

Ford 2019-2020 Transit Connect	Transmission/Transaxle: (8F35)
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Issue: 2019-2020 Transit Connect vehicles equipped with the 8F35 transmission built on or before 01-Mar-2020 may exhibit delayed reverse or drive engagement when rolling. This may be due to the software in the powertrain control module (PCM). To correct this condition, follow the Service Procedure steps to reprogram the PCM and the transmission solenoid strategy.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2019-2020 Transit Connect
- Built on or before 01-Mar-2020
- Delayed engagement while shifting from reverse to drive while rolling

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2019-2020 Transit Connect: Reprogram The PCM And Perform The Adaptive Learn Drive Cycle (Do Not Use With Any Other Labor Operations)	212226A	1.1 Hrs.

Repair/Claim Coding

Causal Part:	RECAL
Condition Code:	04

Service Procedure

1. Reprogram the PCM using the latest software level of the appropriate Ford scan tool.

NOTE: Advise the customer this vehicle is equipped with an adaptive transmission shift strategy which allows the vehicle's computer to learn the transmission's unique parameters and improve shift quality. When the adaptive strategy is reset, the computer will begin a relearning process. This relearning process may result in firmer than normal upshifts and downshifts for several days.

2. Perform the Adaptive Learning Drive Cycle. Refer to Workshop Manual (WSM), Section 307-01.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.